



Brainspace Support Terms

These Brainspace Support Terms are subject to and incorporated into the AppGate Software Schedule (the "Schedule" and, together with all other documents governing such Schedule or governed by, or incorporated by reference into, such Schedule, the "Agreement"), by and between the parties, and any terms not defined in these Brainspace Support Terms shall have the meaning set forth therein. These Brainspace Support Terms shall be deemed "Support Terms" as defined in the Schedule.

Support Availability and Contact Information

Support Hours	Support is available from 7 am CT to 7 pm CT, Monday through Friday, except national public holidays observed in the United States.
Support Web Portal	support.brainspace.com/
Support Email	support@brainspace.com
*Support Phone	(855) 277-4283, Option 9903

*Support phone number should be used for escalation of a problem only after the details of the issue have been reported, and a ticket previously created, via the web portal or email.

Response Service Level Objectives ("Service Level Objectives")

AppGate will make all reasonable efforts to respond to reported problems per the following table. AppGate does not offer remediation for missed Service Level Objectives.

Severity Category	Support Response
Severity 1. - URGENT Application will not function or significant loss of functionality preventing users from performing work and causing significant business impact.	AppGate will respond to submitted problem request within two (2) hours during Support Hours. AppGate will continuously work to diagnose and correct, or provide suitable workaround to the problem, until a mutually agreed upon resolution is achieved.
Severity 2. - HIGH At least one application function is inaccessible or non-responsive in a manner that prevents users from performing work in an ordinary manner.	AppGate will respond to submitted problem request within four (4) hours during Support Hours. AppGate will work to diagnose and correct, or provide suitable workaround to the problem, or work to schedule a mutually agreed upon time to work to diagnose and correct the problem, until a mutually agreed upon resolution is achieved.
Severity 3. - NORMAL Any question ("how to") or administrative request or any problem that affects performance of the application but does not cause significant business impact or loss of work.	AppGate will respond to submitted problem request within eight (8) hours during Support Hours. AppGate will work to diagnose and correct, or provide suitable workaround to the problem, or work to schedule a mutually agreed upon time to work to diagnose and correct the problem, until a mutually agreed upon resolution is achieved.
Severity 4. - LOW Inquiries on system functionality, feature requests or project status updates.	AppGate will respond by the next business day and work with Customer on a mutually agreed upon timeframe to address the request.

Customer is responsible for providing accurate information and documentation in order for AppGate to reproduce the problem. This includes written detailed descriptions of the issue or problem, applicable log files, screen shots, sample data and any other information required by AppGate.

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Customer must assign a first Designated Contact who will act as administrator for the Designated Contact profiles and will be able to add or change them. "Designated Contacts" means the persons registered by the Customer as their authorized personnel to contact AppGate for Support. Access to Support is limited to the Designated Contacts. Customer may register up to four (4) Designated Contacts per Software instance. This allows Customer and AppGate to ensure that only the Designated Contacts monitor the reported incidents, while also allowing the Customer to more efficiently manage their Support incidents through a centralized approach. Designated Contacts must be qualified individuals, knowledgeable in Customer's systems and business and who have completed Brainspace Certified Analyst and Brainspace Certified Administrator training and continue to maintain Brainspace certification status. AppGate has no obligation to accept calls or messages from, or otherwise interact with, personnel other than the Designated Contacts.

In the event Support for the Software is included pursuant to the Agreement, Support will be provided for (a) the latest version of Software and (b) any previous version of Software, provided, that, Support with respect to a particular previous version of Software will only be provided for up to twelve (12) months from the date such version became a previous version of Software (e.g., a later major or minor version of Software was released). No Support will be provided for any other version of Software.